

JOB CODE 546
PAY GRADE 20
SALARY: \$39,184.50 - \$60,822.74
NETWORK DESKTOP TECHNICIAN

MAJOR FUNCTION: Technical work delivering information systems technical support services to our customer.

KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION:

Knowledge: Information Technology design, techniques, methodology, operating system & Network system software, system administration, analysis and problem determination. Knowledge of desktop, server, communications network hardware, operating characteristics and limitations. Knowledge of current developments in Information systems technology. **Abilities:** Ability to work effectively with customers, internal staff, management, and external contractors or suppliers. Analyze customer's needs and formulate business requirements and summarize the information technology solution in non-technical terms. Able to present oral and written reports clearly and concisely. Ability to install and work with the customers on the implementation and training of applications software. Ability to analyze technical problems and determine the resolution. Logical thinking with strong interpersonal skills and command of the language is essential.

ESSENTIAL JOB FUNCTION: Provide information technology technical support to include personal computer system hardware and software set up, installation, network operations connectivity and administration, application software support & training, maintenance, problem determination and resolution, server & data base support, and primary customer coordination. Provide customer support for information technologies utilized by the County. Resolve reported problems in an orderly and expedient manner. Plan activities to accomplish the work load effectively. Analyze customer needs and formulate into requirements for the development of proposed information technology solutions. Plans, designs and recommends solutions to address the customer's requirements including: software, hardware, network communications/Internet access, training and interfaces to other applications. Performs assigned duties under the general supervision of the Network/Desktop Supervisor.

ESSENTIAL PHYSICAL SKILLS: Use of both hands and fingers with dexterity. May be called upon to lift objects greater than 30 pounds. Occasional walking and standing. Vision must be good enough to be able to read instruction manuals. Must have good command of English language and be able to hear normal telephone conversations.

WORK HAZARDS: Use of computer equipment monitors which may have an effect on vision.

SAFETY EQUIPMENT USED OR NEEDED: None

EDUCATION: A four year degree, B.S. in Computer Science or related field is preferred from an accredited college or university, or a two year A.S. or A.A. degree in Computer Science, MIS, or related field. A comparable amount of training and/or experience may be substituted for the minimum educational qualifications based on two years of experience for one year of education.

EXPERIENCE: Two years of progressively more responsible experience in information technologies, network/desktop, support and administration.

LICENSE, CERTIFICATION, OR REGISTRATION: A valid Florida driver's license is required and clean driving record.

Union	Non-Union ✓	Exempt ✓	Non-Exempt
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